



*As of 7/23/19 there are still 98 total service requests open for the month of June

■ Above Standard
 ■ Average
 ■ Needs Improvement

City of Knoxville 311 Service Requests – June 2019

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	444	95.0%
Solid Waste	738	98.6%
Infrastructure: Engineering		
Traffic* (Includes Street Lights)	488	80.7%
Civil	34	100.0%
Storm water	90	94.1%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	60	83.3%
Municipal Court	166	91.4%
Codes Enforcement	1455	96.1%
Parks & Recreation		
Parks & Recreation Maintenance	33	100.0%
Total Service Requests	3498	96.5%*

Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	1294	14.0
Trash/Recycling Cart Issue	324	1.9
Trash Pickup Missed	283	2.1
Street Light Maintenance	195	15.4
Municipal Court	166	1.6

311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	13,045
Average Answer Time	50 sec
Grade of Service(Calls answered in 20 sec or less)	67%